



U.S. Department of the Interior
"To-Be" Trust Business Model
Process Template

Title: Conduct Satisfaction Survey

Identify the process in the "Verb Noun" format. (Ex: Maintain Ownership)

Process Number

B.3.5

1. Process Definition *Provide an overview of the process and define its starting and ending points*

1.1 Starts With	Identify requestors to be sampled.
1.2 Process Overview	<p>Conducting a satisfaction survey uses a sampling methodology for determining the level of satisfaction that requestors have with the information or services they received. The process begins with a decision to conduct a satisfaction survey. Since the survey is a sample, the universe of requestors to be surveyed is based upon a review of key transaction, performance and issue related criteria already documented in the tracking system. To help identify the universe or subset of requestors to survey, the tracking system is queried to identify any requestors who received responses related to complex subject matter or controversial issues. The tracking system may also be queried to identify requestors who received responses during a specific period of time or over a specific length of time.</p> <p>After the sampling universe is identified, an appropriate survey instrument is developed or selected from standard survey instruments stored in the trust integrated data. Next, the survey instrument is sent out along with incentives to encourage the return of the survey.</p> <p>When the surveys are returned, the results are analyzed and annotated in the tracking system for later use in developing business process improvements / recommendations and outreach activities. If a survey instrument is returned with requestor feedback, or a new request, the submitter is contacted to obtain details so that the request or concern can be documented and responded to through the BRDM process.</p>
1.3 Stops With	Enter survey results into tracking data and / or documenting new request.

2. Trust Business Objectives *Identify the Comprehensive Trust Model strategic goals and business objectives to which this process contributes.*

Goal/Objective
Develop and maintain effective communications with beneficiaries to facilitate their involvement in improving trust management, acquisition and disposal, and conveyances of trust assets, consistent with DOI's fiduciary duties.

3. How should Beneficiaries be involved in this process?

Beneficiary Involvement
The beneficiary receives a satisfaction survey instrument to complete and return. A beneficiary may be contacted for issues and / or concerns.



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4. Organizations, Offices and Roles. Identify the DOI organizations and related roles that should be involved in performing the process.

4.1 DOI Organizations. Identify the DOI organizations, offices and individual roles that contribute to this process.

DOI organizations include the Office of the Secretary, BIA, OST, BLM, MMS, OHA, OSM among others.

Offices include Central Offices, Regional Offices, Agency(Field) Offices, etc.

All individual roles that contribute, in a significant manner, should be identified.

Organization	Office	Role	Contribution
BIA	Agency (Integrated Servicing Office)		Primary contact for beneficiaries
OST	Agency (Integrated Servicing Office)		Primary contact for beneficiaries

4.2 External Organizations. Identify the non-DOI organizations that support the execution of or contribute to this process.

External Organization	Contribution
None	

5. Event(s) Identify the events or conditions that start the process. Describe each event and indicate the frequency (daily, monthly, quarterly, etc.) in which each event is expected to occur. An event may be an external interaction (a beneficiary submits an application), the expiration of a period of time (a lease is due to expire in 90 days), or the realization of some pre-defined threshold (an IIM account reaches the automatic disbursement threshold).

Event	Description	Estimated Frequency
Management decision	Management decides when to conduct a satisfaction survey and which beneficiaries to contact based upon survey objectives.	

6. Inputs and Outputs. Identify and describe all inputs and outputs related to this process. Inputs are information or materials used during the execution of the process; outputs are materials or information produced by the process.

6.1 Inputs

Input	Description
Tracking data	Management uses the tracking data to determine which beneficiaries should be surveyed.



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Input	Description
Beneficiary's response	The beneficiary's response is used to determine if additional action is required.

6.2 Outputs

Output	Description
New inquiry / request	A new inquiry / request may be generated if necessary after follow-up discussions with the beneficiary.
Survey results	Tracking data is annotated with the results of the satisfaction survey.

7. Fiduciary and Legal Obligations and Controls

7.1 Obligations

Identify and describe the legal and fiduciary obligations that impact this process. For each obligation, indicate the document or commitment that defines the obligation and the citation (paragraph or section) within the document that pertains to this process.

Obligation	Source	Business Impact
Secretary's Trust Principles		Provides guidance on responsibility for the management of the Indian trust assets, information and records.
5 USC 552 (Privacy Act / Freedom of Information Act)		Provides protection of the beneficiary's identification and confidential personal information.
25 CFR 1200 (American Indian Trust Fund Management Reform Act)		Establishes oversight on DOI Trust reform efforts and allows the Secretary to discharge trust responsibilities.
25 USC 4001		Provides authority for 25 CFR 1200.

7.2 Controls

Identify and describe any controls (enforcement mechanisms) that may be used to ensure that the process adheres to obligations and internal process requirements. Controls may be reviews, audits, segregated duties, etc. Indicate the reason that each control should be introduced (name the obligation that a control is intended to enforce; indicate any controls required to ensure consistency or reliability).

Control	Reason	Description
None		



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- 8. Mechanisms (Systems of Record)** Identify the mechanisms, or systems, that are needed to support the process (ex: Ownership, Leasing, Workflow Management, Office Filing System, etc.). Indicate the information and activities, relevant to this process, that each system supports.

System Name	Support
Tracking System	Tracking data is used to determine the beneficiaries to contact for the satisfaction survey and to annotate the results of the survey results.

- 9. Inter-Process Relationships** Identify other trust processes that are related to this process (either predecessors or successors). If applicable, indicate the condition under which the processes are related.

9.1 Predecessors. Predecessors are processes that either produce information required by this process or that result in the need to execute this process.

Process No.	Name	Condition of Relationship
B.3	Communicate Information	Requestor satisfaction surveys are conducted on a periodic basis.

9.2 Successors. Successors are processes that either use information produced by this process or that must be executed as a result of performing this process.

Process No.	Name	Condition of Relationship
None		

- 10. Comments** Summarize any discussion, problems, issues or recommendations that should be considered when reviewing process performance. Category Values (Note, Best Practice, Decision, Problem, Issue, Recommendation)

Category	Comment
Note	The B.4 process uses the satisfaction survey results as part of the analysis of the tracking data to determine business improvement and outreach opportunities.
Note	The survey instrument needs to be structured in a manner so the results truly reflect the satisfaction or dissatisfaction of the beneficiary population.